

## List of OAAS-Required Training

| <b>Training Requirements</b><br><br><b>All training requirements as delineated in the RFP are required for appropriate staff.</b><br><b>Requirements are not limited to those noted in this table.</b> |   |  |
|--|---|--|
| Staff Requiring This Training  | Required training   | Notes  |
| Key staff, supervisors, Call Center Staff, LOCET Staff and MDSHC Assessors,  | Introduction to DHH and the OAAS Department<br>Overview of the programs administered by OAAS  | Expected duration: 3 hours   |
| Call Center Information and Referral (I & R) Staff   | Appropriate and accurate I & R processes<br>MEDS functionality and processes<br>NVRA process and data input<br>OPTS Overview  | Expected duration: 3 hours<br><br>Expected duration: 2 hours   |
| Call Center Staff Performing LOCET screening   | LOCET overview<br>Performance of LOCET interview<br><br>OPTS overview and practice inputting LOCETS   | Expected duration: 1 hour<br>Expected duration: 4 hours<br><br>Expected duration 3 hours   |
| MDS-HC Assessors   | MDS-HC Certification Training<br>Use of TeleSys for MDS-HC input and analysis<br>Plan of care development<br>Documentation required<br>Use of TeleSys for input of plan of care data<br>NVRA<br>Rights & Responsibilities<br>Responsible Representatives Legal Requirements/Forms | MDS-HC Expected duration:<br>2 classroom days<br>3 field days<br>Certification exam 1 hour<br>Plan of Care Expected duration: 2 days<br>Exam 1 hour<br>NVRA Expected duration:<br>2 hours<br>Responsible Representatives/Legal Requirements Expected Duration:<br>1 hour |

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| Appeals Coordinators   | Overview of appeals processes<br>Completion of the Summary of Evidence (SOE)<br>Stamping, merging SOE and other documents to appropriate SharePoint site<br>Listen in on hearings<br>Participation in appeal hearings | Expected Duration: 8 days |

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